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Outbound Contact Deployment Guide

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5/7/2025

gsw_request_log

A `gsw_request_log` table stores outbound dialing activity for reporting, auditing, and other purposes. During installation, the Wizard prompts the user to create a `gsw_request_log` Table Access object, which allows OCS to access the log table. If the Wizard is not used, then the Table Access object for `gsw_request_log` table can be created manually by creating a new Table Access object under the tenant that will contain campaign information. This Table Access object must be a table of type, Log table and have the name `gsw_request_log`. It must also contain a reference to a valid database access point. The actual name of the database table is user-defined.

Note:	In multi-tenant environments, each tenant can have a separate <code>gsw_request_log</code> table.
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Outbound Contact Manager and Genesys Administrator checks the configuration of this log table every time it starts. If the `gsw_request_log` Table Access object is configured, but the actual table does not exist in the database, the GUI will create the table. Outbound Contact Server opens the `gsw_request_log` table for a particular tenant when the dialing session for first campaign/campaign group for this tenant is loaded. Outbound Contact tracks the following call request messages in the `gsw_request_log` table:

- `PreviewDialingModeStart`
- `PreviewDialingModeOver`
- `PreviewRecord`
- `UpdateCallCompletionStats`
- `RecordProcessed`
- `RecordReject`
- `RequestRecordCancel`
- `RecordReschedule`
- `ScheduledRecordReschedule`
- `DoNotCall`
- `ChainedRecord`
- `AddRecord`

Outbound Contact includes an expanded list of call request messages in a `gsw_request_log` table. Because the log tracks call request messages for agents, a `gsw_request_log` table can be used for auditing purposes. The log does not provide any statistical analysis. To view a `gsw_request_log` table, use the server's DMBS SQL features. For more details, see the "Communication Protocol" chapter in the *Outbound Contact Reference Manual*.